



**BE A FORCE**

**Milwaukee Police Department**  
Police Administration Building  
749 West State Street  
Milwaukee, Wisconsin 53233  
<http://www.milwaukee.gov/police>

September 7, 2016

**Edward A. Flynn**  
Chief of Police

(414) 933-4444

The Board of the  
Fire and Police Commissioners  
200 East Wells Street, Room 706  
Milwaukee, WI 53202

RE:    Reclassification Request – Communications Systems Manager

Attached is an updated job description for the position of Communications Systems Manager (Pay Range 1FX). I am requesting a classification study for this position to receive an appropriate recruitment rate.

The Communications Manager is responsible for managing and directing the operations, maintenance, repair, installation and upgrades of the City of Milwaukee LMR (Land Mobile Radio) system utilized by the Police, Fire, Public Works and other Departments. Further, design, propose, implement, integrate, and assist in new wireless communications systems for city-wide utilization. Maintains FCC frequency license records and ensures the City of Milwaukee is current and compliant with FCC regulations.

It has been a challenge to compete with other organizations' salaries in the Technical Field and retain employees at the current pay rate. I would like to ensure the salary for this position is competitive enough to attract and retain quality candidates. I, therefore, respectfully request that this request be referred to the Department of Employee Relations (DER) for study. Department representatives are prepared to assist DER staff with this process.

Sincerely,

EDWARD A. FLYNN  
CHIEF OF POLICE

EAF:pk  
Attachments

# JOB DESCRIPTION

## FOR DER USE ONLY

Vacancy No. _____	
City Service Commission: _____	Finance Committee: _____
Fire & Police Commission: _____	Common Council: _____

**Instructions:** Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

<b>1. Date Prepared/ Revised:</b> 09/07/20169		<b>2. Present Incumbent:</b> Vacant		<b>Is incumbent underfilling position?</b> YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> <i>If YES, indicate Underfill Title in box 10.</i>			
<b>3. Date Filled:</b>		<b>4. Previous Incumbent:</b> John Mesich					
<b>5. Department:</b> POLICE DEPARTMENT			<b>Bureau:</b> Risk Management <b>Division:</b>		<b>Unit:</b> Radio Communications <b>Section:</b>		
<b>6. Work Location:</b>			<b>Telephone:</b> <b>Email:</b>		<b>Work Schedule:</b> Hours: _____ Days: _____		
<b>7. Represented by a Union?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<b>Bargaining Unit:</b> Non-Mgmt/Non-rep <b>If in District Council 48, which local?</b>			<b>8. FLSA Status (check one):</b> <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt		
<b>10.</b>	<b>Official Title:</b> Communications Systems Manager				<b>Pay Range</b>	<b>Job Code</b>	<b>EEO Code</b>
	<b>Underfill Title (if applicable):</b>				1FX	5117	
	<b>Requested Title (if applicable):</b> Radio Operations Manager						
<b>Recommended Title (DER Use Only):</b>				<b>Approved by:</b> _____			
				<b>Date:</b> _____			

### 11. BASIC FUNCTION OF POSITION:

Manage and direct the operations, maintenance, repair, installation, and upgrades of the City of Milwaukee LMR (Land Mobile Radio) System utilized by Police, Fire and Public Works and other Departments. Further, design, propose, implement, integrate, and assist in new wireless communications systems for City-wide utilization. Responsible for program review, compliance with licensing regulations, requirements gathering, design review, change management, and final acceptance of systems. Maintain FCC frequency license records and ensure the City of Milwaukee is current and compliant with FCC regulations. Review technical work in the field of Land Mobile Radio (LMR) and wireless communications systems engineering, design and implementation. Duties include system engineering and radio code design/programming review while conducting short and long-term planning to meet communications requirements.

### 12. DESCRIPTION OF JOB (Check if description applies to **Official Title** or **Underfill Title** ):

#### A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
100	<p>Strategy &amp; Planning</p> <ul style="list-style-type: none"> <li>Lead Radio Department operational planning and projects, and organize and negotiate the allocation of Radio Department resources.</li> <li>Radio Communications Infrastructure Delivery: Manage all radio communications and wireless data systems within the City of Milwaukee. Set standards for the installation, maintenance, repair, and modification of wireless infrastructure. Maintain FCC frequency license records and ensure the department is current and compliant with FCC regulations.</li> <li>Radio Interoperability: Define and design methods and systems to allow disparate radio systems from other agencies to communicate amongst each other. Interact with local, State, and Federal agencies to determine interagency information sharing requirements. Constantly refine and modify interoperability infrastructure to improve exchange of information. Shepard changes in Federal radio rules, regulations, and procedures to allow better utilization of radio spectrum for interoperability.</li> <li>Next Generation Technology: Maintain active participation with various radio industry groups to keep abreast with new and emerging wireless technologies. Design and implement pilot projects to demonstrate advances in the radio field. Maintain involvement with user groups to steer and direct future communication capabilities towards achievable goals.</li> <li>Public Safety Answering Point (PSAP) Support: Monitor functionality of the E911 infrastructure and facilitate</li> </ul>

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

% of Time	ESSENTIAL FUNCTION
	<p>repairs of any major failures. Coordinate the interaction of multiple systems in operation in a PSAP. Manage operation of all IP radio dispatching consoles. Provide disaster recovery management of major outages and degradations of PSAP operation. Engineer/design enhancements to the Milwaukee PSAP to accommodate regional dispatching interoperability capabilities.</p> <ul style="list-style-type: none"> <li>• Section Administration: Manage the efficient operation of the Radio Communications Department to deliver expected services. Define and implement procedures and standards to assure that employees attain consistent, reproducible goals and results. Manage the budget of the Radio Communications Department. Develop new procedures to address changing radio infrastructure and use expectations. Ensure employee safety and compliance with applicable OSHA regulations.</li> <li>• Work with stakeholders to define business and systems requirements for new technology implementations.</li> <li>• Conducts engineering, research and analysis of Land Mobile Radio (LMR) systems to develop and design 'in house', 'cost-effective' solutions to address technical challenges and ensure mitigation of any interference.</li> <li>• Participates or represents the City of Milwaukee in all locally held FCC and Regional Frequency meetings and meetings that may address or impact on City of Milwaukee wireless and radio systems. Provides technical expertise to any issues or items that need to be addressed. Ensures the City of Milwaukee is in compliance with all FCC and Regional meeting decisions and regulations. Reviews FCC Notices of Proposed Rule Making (NRPM) to determine the impact on the City of Milwaukee; conducts FCC Compliance activities.</li> </ul>
	<p>Acquisition &amp; Deployment</p> <ul style="list-style-type: none"> <li>• Manage the deployment, monitoring, maintenance, development, upgrade, and support of Radio Communication systems, including networks, data centers, servers, PCs, Dispatch, Consoles, operating systems, and associated hardware.</li> <li>• Develop business case justifications and cost/benefit analyses for Radio Department spending and initiatives.</li> <li>• Approve purchase of equipment and supplies in order to meet operational requirements of the section.</li> <li>• Analyze existing operations and make recommendations for the improvement and growth of the network infrastructure and Radio Communication systems.</li> <li>• Conduct research and remain current with the latest technologies and solutions in support of procurement efforts.</li> <li>• Develop requests for proposal.</li> </ul>
	<p>Operational Management</p> <ul style="list-style-type: none"> <li>• Practice asset management for all Radio hardware, software, and equipment.</li> <li>• Manage operations staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.</li> <li>• Establish and maintain regular written and in-person communications with the organization's executives, department heads, and end users regarding pertinent Radio Communication System activities.</li> <li>• Oversee operations-related projects and project portfolio.</li> <li>• Assist in the provisioning of end-user services, including help desk and technical support services.</li> <li>• Responsible for Land Mobile Radio (LMR) and Radio over Internet Protocol (RoIP) communications systems engineering, design and implementation. Reviews existing and planned Radio Frequency (RF) networks; ensures compliance with licensing regulations; and performs requirements gathering, design review, change management, and final acceptance for new RF systems.</li> <li>• Oversees Radio Network Administration by monitoring system alarms and alerts. Monitors and analyzes system performance metrics to ensure frequency management, coverage/capacity planning, and solution evaluation and implementation.</li> <li>• Ensures that Electronic Technicians perform radio frequency analysis on all radio and wireless systems LMR Sites to ensure proper operation and mitigation of radio frequency interference from different systems. Ensures high-availability of wireless systems while conducting radio system maintenance.</li> <li>• Ensures Tier I, II, and III technical support for all fixed network equipment (FNE) including radio frequency (RF) components, trunking controllers, dispatch consoles, network devices and subscriber units is handled according to best practices and Department guidelines. Coordinates Tier IV support with vendors when needed. May provide direct technical support, as needed.</li> <li>• Communicates and interacts effectively with internal and external business contacts including but not limited to, other members of the unit/team, other City of Milwaukee employees (such as executives, managers, supervisors, professionals, and support staff), vendors/suppliers/tenants, and representatives of other public safety entities.</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>

**B. PERIPHERAL DUTIES:**

% of Time	PERIPHERAL DUTY
	<ul style="list-style-type: none"> <li>•</li> </ul>

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

**C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:**

Police Information Systems Director

**D. SUPERVISION RECEIVED:** (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

The methods and structure of the Open Records Section are clearly outlined in SOI guidelines. Records Analysts will directly be assigned some records, as they develop specialties for pulling and responding to specific types of requests. Additionally, Records Analyst will pull new requests as they come in, and as the Records Analysts' backlog allows. All letters/records that are released must be reviewed by Sgt. Gagliano.

**E. SUPERVISION EXERCISED:**

Total number of employees for whom responsible, either directly or indirectly = 7

**Direct Supervision:** List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

a. Assign duties	e. Sign or approve work
b. Outline methods	f. Make hiring recommendations
c. Direct work in progress	g. Prepare performance appraisals
d. Check or inspect completed work	h. Take disciplinary action or effectively recommend such

  

Number Supervised	Job Title	Extent of Supervision Exercised (Select those that apply from list above, a - h)
1	Electronic Technician Supervisor	a, b, c, d, e, f, g, h
1	Office Assistant IV	a, b, c, d, e, f, g, h
5	Emergency Vehicle Equip Installer	a, b, c, d, e, f, g, h

**F. MINIMUM QUALIFICATIONS REQUIRED:** (Indicate the MINIMUM qualifications required to enter the job.)

i. Education and Experience:

- Advanced education or degree (Bachelors of Science) in electrical engineering or electronics technology or communications systems required and five (5) years of experience managing, installing, repairing and maintaining both IP-Based trunked radio systems and conventional radio communications systems and ancillary equipment. (Master's Degree highly preferred)
- Requires a minimum of 5 years in a supervisory role, providing oversight in highly availability, mission critical two-way radio, trunked radio, and microwave/IP communications systems.
- Applicant must have gained at least 5 years of experience in the management/oversight of a Public Safety grade trunked radio system.
- Able to work in the ever changing fast pace environment of a 24/7 organization. Requires a thorough understanding of LMR implementation, testing, optimization, and radio firmware development/design test.
- Five years of progressively responsible experience in conventional (repeaters) and trunk systems Radio Frequency (RF) technology including, (a) designing and testing of Land Mobile Radio (LMR) trunked digital voice and data radio systems and subsystems and (b) deploying new radio systems in critical systems where any radio communications service disruption would adversely affect operations such as public safety.
- Radio Frequency (RF) experience in the public safety sector and/or in the transportation industry with Harris or Motorola trunked radio and conventional systems. Experience with Harris OpenSky is highly desirable.

ii. Knowledge, Skills and Abilities:

- Comprehensive expert knowledge of a wide range of Radio Frequency (RF) Land Mobile Radio (LMR) trunked digital voice and data radio systems, principles, concepts, and methods including system architecture, integration techniques, and testing methods to review existing Radio Frequency (RF) structure, encapsulate its weaknesses, strengths, and potential to create enterprise architecture plans that align the City of Milwaukee's business goals and the Radio Frequency (RF) infrastructure such that the Radio Frequency (RF) infrastructure supports the business and helps achieve those goals.

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

- Ability to analyze complexities of existing Radio Frequency (RF) technology, review/revise/develop policy, initiates plans for enhancements, and provide technical and cost analysis information through written documentation and oral briefings.
- Knowledge of FCC technical and operational regulations pertinent to spectrum management, interference mitigation techniques, and Radio Frequency (RF) engineering to provide recommendations on hardware, systems software, and applications software to support radio systems operations.
- Proven experience in Radio Communication infrastructure planning and development, particularly in a Public Safety environment.
- Excellent understanding of the organization's goals and objectives.
- In-depth knowledge of applicable data privacy practices and laws, including Information Systems requirements such as FIPS 140, etc.
- Strong understanding of human resource management principles, practices, and procedures.
- Strong understanding of project management principles.
- Strong understanding of Budget Management.
- Skilled in using a computer and (a) modern office suite software (such as MS Office and MS Project) to plan, schedule, communicate, word process, prepare and develop reports, and perform research (Internet use, as in searching for performance information and keeping up with technology); (b) enterprise systems/software for requisitioning and other functions; and (c) specialty systems/software used in the department.

iii. Certifications, Licenses, Registrations:

iv. Other Requirements:

- 

### 13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act of 1993 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

**G. PHYSICAL ACTIVITY OF THE POSITION:** (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

**CHECK ALL THAT APPLY:**

<input type="checkbox"/>	<b>Climbing:</b> Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
<input type="checkbox"/>	<b>Balancing:</b> Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
<input checked="" type="checkbox"/>	<b>Stooping:</b> Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
<input checked="" type="checkbox"/>	<b>Kneeling:</b> Bending legs at knee to come to a rest on knee or knees.
<input type="checkbox"/>	<b>Crouching:</b> Bending the body downward and forward by bending leg and spine.
<input type="checkbox"/>	<b>Crawling:</b> Moving about on hands and knees or hands and feet.
<input type="checkbox"/>	<b>Reaching:</b> Extending Hand(s) and arm(s) in any direction.
<input type="checkbox"/>	<b>Standing:</b> Particularly for sustained periods of time.
<input type="checkbox"/>	<b>Walking:</b> Moving about on foot to accomplish tasks, particularly for long distances.
<input type="checkbox"/>	<b>Pushing:</b> Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
<input type="checkbox"/>	<b>Pulling:</b> Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input checked="" type="checkbox"/>	<b>Lifting:</b> Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper

*The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.*

	extremities and back muscles.
<input checked="" type="checkbox"/>	<b>Fingering:</b> Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input type="checkbox"/>	<b>Grasping:</b> Applying pressure to an object with fingers and palm.
<input type="checkbox"/>	<b>Feeling:</b> Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	<b>Talking:</b> Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
<input checked="" type="checkbox"/>	<b>Hearing:</b> Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
<input checked="" type="checkbox"/>	<b>Repetitive Motions:</b> Substantial movements (motions) of the wrist, hands, and/or fingers.
<input type="checkbox"/>	<b>Driving:</b> Minimum standards required by State Law (including license).

**H. PHYSICAL REQUIREMENTS OF THE POSITION:** (List the physical requirements that are essential functions of the job.)

**CHECK ONE:**

<input type="checkbox"/>	<b>Sedentary Work:</b> Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
<input checked="" type="checkbox"/>	<b>Light Work:</b> Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
<input type="checkbox"/>	<b>Medium Work:</b> Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	<b>Heavy Work:</b> Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	<b>Very Heavy Work:</b> Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

**I. VISUAL ACUITY REQUIREMENTS:** (List the visual acuity requirements that are essential functions of the job.)

**CHECK ONE:**

<input checked="" type="checkbox"/>	<b>Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative:</b> This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
<input type="checkbox"/>	<b>Machine Operators, Mechanics, Skilled Tradespeople:</b> This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
<input type="checkbox"/>	<b>Mobile Equipment Operators:</b> This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	<b>Other:</b> This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

**J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:**

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work: 10%**

**CHECK ALL THAT APPLY:**

<input checked="" type="checkbox"/>	<b>None:</b> The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input type="checkbox"/>	<b>The worker is subject to inside environmental conditions:</b> Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	<b>The worker is subject to outside environmental conditions:</b> No effective protection from weather.
<input type="checkbox"/>	<b>The worker is subject to extreme cold:</b> Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to extreme heat:</b> Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to noise:</b> There is sufficient noise to cause the worker to shout in order to be heard above

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

<input type="checkbox"/>	the surrounding noise level.
<input type="checkbox"/>	<b>The worker is subject to vibration:</b> Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	<b>The worker is subject to hazards:</b> Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
<input type="checkbox"/>	<b>The worker is subject to atmospheric conditions:</b> One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
<input type="checkbox"/>	<b>The worker is subject to oil:</b> There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	<b>The worker is required to wear a respirator.</b>

**K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:**

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

**CHECK ALL THAT APPLY:**

<input type="checkbox"/>	Camera and photographic equipment	<input checked="" type="checkbox"/>	Office Equipment (desk, chair, telephone, etc.)
<input type="checkbox"/>	Cleaning supplies	<input checked="" type="checkbox"/>	Office supplies (pens, staplers, pencils, etc.)
<input type="checkbox"/>	Commercial vehicle	<input type="checkbox"/>	Packing materials (boxes, shrink wrap, etc.)
<input type="checkbox"/>	Data processing equipment	<input checked="" type="checkbox"/>	PC equipment (monitor, keyboard, printer, etc.)
<input type="checkbox"/>	Handcart	<input checked="" type="checkbox"/>	PC software
<input type="checkbox"/>	Hand tools <i>(please list)</i> :		
<input checked="" type="checkbox"/>	Office Machines <i>(check all that apply)</i> :	<input checked="" type="checkbox"/>	Copier
		<input checked="" type="checkbox"/>	Facsimile
		<input checked="" type="checkbox"/>	Calculator
		<input type="checkbox"/>	Cash register
<input checked="" type="checkbox"/>	Other <i>(please list)</i> : CD/DVD Copier; Shredder		

**L. SUPPLEMENTARY INFORMATION:** (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

- Strong leadership skills.
- Excellent written and oral communication skills.
- Excellent interpersonal skills.
- Ability to conduct and direct research into Radio Communication issues and products as required.
- Ability to present ideas in business-friendly and user-friendly language.
- Ability to perform general mathematical calculations for the purpose of creating business cases, budgets, and so on.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical, evaluative, and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation even with tight deadlines.
- Extensive experience working in a team-oriented, collaborative environment. Willingness to work/respond 24/7 to emergencies affecting Public Safety radio systems and subsystems.
- Able to work in the ever changing fast pace environment of a 24/7 organization.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.
- Occasional inspection of cables in floors and ceilings.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.

*The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.*

**M. I believe that the statements made above in describing this job are complete and accurate.**

---

*Signature of Department Head or Designated Representative*

*The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.*